

00480

**BACHELOR IN HOTEL MANAGEMENT (BIHM)**

**Term-End Examination**

**June, 2016**

**BHY-035 : FRONT OFFICE MANAGEMENT-I**

*Time : 3 hours*

*Maximum Marks : 100*

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- Note :** (i) *Attempt any five questions.*  
(ii) *All questions carry equal marks.*
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1. Explain in detail 'Night Audit' procedure followed in the hotel. 20
2. What are the duties and responsibilities of Front Office Manager of a five star hotel ? 20
3. Write notes on : 10+10=20
  - (a) Overbooking
  - (b) Yield management
4. How will you calculate following : 5x4=20
  - (a) Average room revenue
  - (b) RevPAR
  - (c) Room Occupancy %
  - (d) Foreign Occupancy percentage
5. Write in detail 'Record Keeping Procedure' of front office department. 20

6. "Is there a need to have telephone department in a large five star hotel" ? Justify your answer. 20
7. Write in detail about : 10+10=20  
(a) Procedure to handle complaints  
(b) Procedure to handle fraud
8. (a) Write precautions to be observed while taking VVIP reservation in the hotel. 10+10=20  
(b) Write post reservation process for this booking.
9. "Guest safety is most important for the reputation of the hotel". Explain. 20
10. What are the reports required by the yield management team to take future decisions ? 20
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